



WISCONSIN

**DEPARTMENT OF WORKFORCE DEVELOPMENT**

Division of Economic Support  
Bureau of Welfare Initiatives

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
FSET Administrative and Provider Agencies  
Child Care Coordinators  
W-2 Agencies**

**FROM: Stephen M. Dow  
Program Implementation Team  
Policy Analysis and Program Implementation Section**

**SUBJECT: USING THE CARES WTPY REQUEST FOR SSA DUAL AND TRIPLE  
ENTITLEMENT DATA**

---

**CROSS REFERENCE:** CARES Guide, Chapter 9, 4.11.0.

**EFFECTIVE DATE:** Immediately

**PURPOSE**

This memo provides information about using the Social Security Administration's (SSA) State Date Exchange/Wire Third Party Query system when a recipient group receives dual or triple SSA entitlements.

**BACKGROUND**

When someone is entitled to claim SSA benefits against 2 other accounts, (e.g., his/her own account and from a parent's, stepparent's, grandparent's or spouse's SSA accounts) it is called "dual entitlement". In this case, the family maximum under the 2 SSN's is combined and used to compute the claimant's benefit.

Another example would be a child who is entitled to claim on the SSN of a deceased parent, the living parent and a step-parent. This would be triple entitlement.

Before sending any WTPY request, the recipient's record on ANID must have a 'V' verified status. If it does not, the worker needs to follow through to resolve outstanding issues relating to SSN verification, such as reviewing data on the DXSN screen to determine what the discrepancies may be.

Then, before requesting dual/triple entitlement information, the worker should send a regular WTPY request using the recipient's own SSN. A regular request can precede a dual/triple request, but after a dual/triple request is sent, a regular request can not be sent until the next day.

When the SSN is verified on ANID, requests for dual/triple entitlement records can be requested on screen DXRQ with a PIN/y (Dual/Triple Indicator) parameter. The worker must know the claim number

**BWI OPERATIONS MEMO**

**No.: 99-39**

**File: 1125  
1250.15**

**Date: 06/03/99**

**Non W-2 [X] W-2 [X] CC [X]**

**PRIORITY: Medium**

and the benefit indicator code (BIC) as it is required on the DXRQ screen for dual/triple entitlement requests. The BIC indicates the relationship between the recipient and the person against whose account benefits are being received. BIC codes can often be viewed on the DXSA screen from the regular WTPY request. They are also listed and explained in reference table TDBI. If an incorrect BIC code is sent, no response will be received back from SSA.

Workers should receive 1 or more of these alerts when the WTPY response has been received:

|     |                                 |
|-----|---------------------------------|
| 058 | SSI Discrepancy/See DXRL/DXSX   |
| 124 | Wrong SSN, Name or DOB/See DXSN |
| 242 | SSI Verified/See DXSX           |
| 243 | WTPY Title II Data/See DXSA     |
| 244 | 40 Quarters Data/See DXQC       |

Dual-triple entitlement information can also be requested via the State OnLine Query (SOLQ) which will be available sometime this summer. This process will provide immediate data on SSN verifications, Old Age, Survivors, Disability and Retirement (OASDI, or Title II) and Supplemental Security Income (Title XVI), and some history records on these benefits. Dual-triple entitlement information will be available by going to the request screen (DXSQ) or DXTQ (for supervisors) with an SSN, and entering the claim SSN along with the beneficiary code (BIC).

Data on dual/triple entitlement will show up on DXSA. Benefit information will be shown exactly as regular benefits, with the only indication that it is dual/triple being the presence of the claim SSN and the BIC code following it in the SSA CLAIM NUM field.

## **PROBLEM**

In the event there is a name mismatch between SSA and CARES in a WTPY dual/triple entitlement request, the response may not be displayed by CARES. This problem has been documented. A DXBM will announce when a fix has gone into production so that workers can again request information.